



Community Impact Report 2008

**Travis County Health and Human Services & Veterans Service
Research and Planning Division**



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Community Impact Report 2008

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Travis County Health and Human Services & Veterans Service

VISION

**Optimizing Self-Sufficiency for Families and Individuals in
Safe and Healthy Communities**

MISSION

**To work in partnership with the community to promote full development of
individual, family, neighborhood, and community potential.**

GOALS

- 1. Reduce the adverse effects of poverty and the incidence of environmental, social, and health problems**
- 2. Assure continuous improvement of the health, safety, and well-being of Travis County residents**
- 3. Promote economic well-being and self-sufficiency**
- 4. Honor veterans, and maximize access for veterans and their families to earned benefits**
- 5. Ensure community-wide access to comprehensive health and human services.**
- 6. Recruit and retain a diverse, skilled, and high-performing workforce in order to maintain an organization that is safe, affordable, efficient, and responsive.**

VALUES

- Good customer service**
- Public trust and accountability, ethical**
- Open, honest communication, teamwork, personal, professional integrity, and ethics**
- Quality, cost-effective service provided in a timely manner**
- Respect for diversity**
- Workforce selected with care, well-trained, treated with respect and rewarded for good performance**
- Proactive, planned response to community needs, based on best available data**
- Individual and community education**
- Respect for the individual**
- Creativity & innovation**

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Executive Summary

The Travis County Commissioners Court, through the Travis County Health and Human Services & Veterans Service Department (TCHHS/VS), annually invests over \$4.6 million in community-based social service programs. These services promote the Department's mission to optimize self-sufficiency for families and individuals in safe and healthy communities. The current economic recession, which began in December 2007, elevates the importance of these programs.

The annual Community Impact Report provides an overview of TCHHS/VS investments in health and human services.^a The report details investment, programmatic, client demographic, and performance information on 46 of the Department's social service contracts. This report also offers a snapshot of current community conditions in Travis County;^b and, it maps service provision locations and client zip codes. These 46 contracts represent a subset of TCHHS/VS investments, and in 2009, the Department will continue a strategic planning process that will align internal and other external contracted investments. Appendix A provides a summary of the programs currently scheduled for review.

Most data included in this report cover calendar year 2008^c and are drawn from contracts and reports provided by contracted service providers. Each contract is classified into the issue area most closely aligned to its central goals and objectives.

Community Conditions

Community conditions impact social service providers and their clients. Economics, demographics, as well as social structures and systems, all influence the level of need within a community and the resources available to successfully address community needs. Community conditions help determine service delivery approaches most effective in addressing community needs and issues. These conditions also inform public stakeholders of progress toward community goals and can help correlate particular program contributions and value in advancing those goals.

The most recent poverty data were collected in 2007, during a more robust economic period. These data estimated that 14.7% (or 141,223) of Travis County residents lived in poverty.¹ Current conditions indicate that the number of families and individuals in poverty is likely to continue to grow. Consider the following:

- The median income, once adjusted for inflation, fell 7% from \$56,730 in 2002 to \$52,937 in 2007.
- Between 2007 and 2008, Austin Energy received 41% more requests for utility assistance and experienced a 33% increase in the number of customers with deferred payment plans.

^a This subset reflects those contracts transitioned in January 2007 from management by Austin/Travis County Health and Human Services to TCHHS/VS.

^b Community condition sections describe key conditions most directly related to the contracted social services currently included in the corresponding issue area. Community conditions within one issue area often impact those in other issue areas. Community conditions primarily reflect data available through December 2008.

^c The report covers calendar year 2008 because social service contracts typically follow a calendar year schedule. AIDS Services of Austin and The Wright House Wellness Center are the only exceptions. Their contracts begin on March 1st and end on February 28th. Therefore, information related to these two contracts cover the period from March 1, 2008, to February 28, 2009.

- Most (58%) Travis County residents receiving food stamps are children under 18 years of age. The number of food stamp recipients rose dramatically - by 57% - between May and December 2008. Hurricane Ike contributed to this increase but only partially so. Food stamp participation in Travis County rose sharply (29% or by 19,114 participants) in the four months prior to Ike (or between May and August 2008).
- Foreclosure rates rose 33% from nearly 3,500 in 2007 to nearly 5,000 in 2008.
- An estimated 6,509 people were homeless in Travis County at some point during 2007. On any given day, an estimated 4,468 people are homeless, nearly half (41%) of whom are children or adults with children.
- Students enrolled in the Austin Independent School District affected by homelessness totaled 1,970 in 2007, up 27% from 2006. Likewise, local U.S. Department of Housing and Homelessness (HUD) Continuum of Care organizations experienced a 37% rise in homeless people requesting shelter between the third quarters of 2007 and 2008.
- An estimated 76,768 households (or 20% of all households) in Travis County spent between 30% and 49.9% of their income on housing. HUD categorizes a household with this type of housing-expense ratio as moderately cost-burdened. An estimated 65,890 households (or 17% of all households) spent 50% or more of their income on housing, which HUD defines as severely cost burdened; renters accounted for more than two-thirds (68%) of this population.
- Unemployment rates rose steadily over the past year and are expected to rise further in 2009. The unemployment rate for the Austin-Round Rock Metropolitan Statistical Area (MSA) reached 6.4% in January 2009, up from 4.0% in January 2008. The unemployment rate for Travis County was slightly lower, at 6.1%. The Travis County unemployment rate remains lower than the state rate (6.4%) and both the county and MSA unemployment rates remain lower than the national rate (7.6%).
- Nearly one in five residents (19.3%) lack health insurance and the number will likely grow if unemployment and underemployment rates continue to rise.

The economic downturn is expected to continue to create a higher demand for social services. Given the depth of the current downturn, this situation is expected to persist at least through the next year. At the same time, resources are diminishing. Donations to local nonprofit organizations are falling. Likewise, local, state, and federal revenue has declined.

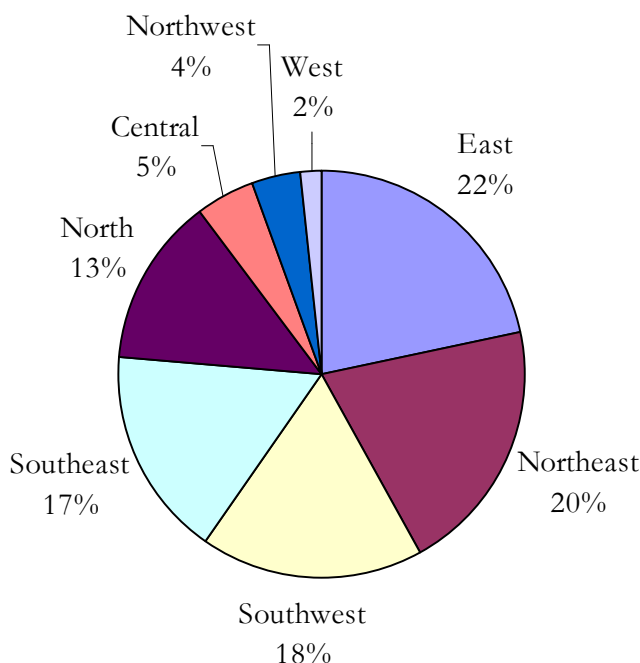
However, some changes at the national and state level bear watching in the coming year. Texas could receive \$60 billion from the recent economic stimulus package. Deece Eckstein, Coordinator of Governmental Relations for Travis County, reported that local health and human service programs could benefit greatly from the federal stimulus bill that was recently passed on February 17, 2009. The impact of these economic trends and related legislative initiatives are currently unknown but may be significant.

Client Location

When possible, the contracted service providers documented the zip code where clients resided when they entered the program.^d Service providers collected residential information for 86% of all clients; the remainder represent zip codes outside of Travis County (categorized as “other”) or unknown zip codes. Of clients with known zip codes within Travis County, over half (59%) were located in eastern areas of the county. The East area comprised 22% of these clients, and 20% of clients were in the Northeast area. The Southwest (18%) and Southeast (17%) areas also accounted for sizeable shares of the client population. (See Appendix E for zip code classification map.)

Please note that clients participating in more than one program are counted multiple times in this summary. Please also note that the geographic distribution of clients with known zip codes may not be representative of the geographic distribution of clients with unknown zip codes.

Percent of Clients by Area of Residence, 2008



Client Demographics

The service providers also collected client demographic data, when possible.^e Income level data were reported for over three-quarters (77%) of clients. The remaining demographic data were provided for 91% to 95% of clients. Of clients with known demographics, 58% were female and 42% were male. In terms of race, 64% of these clients were White, 28% were Black or African-American, and the remainder were of another race. In terms of ethnicity, 37% of clients were

^d Client zip code data may be unreported for reasons such as: clients were homeless at entry into the program, protection of client privacy, and difficulty obtaining data (e.g., due to services delivered via outreach or at large-scale events).

^e Client demographic data may be unreported for reasons such as: protection of client privacy and difficulty obtaining data (e.g., due to services delivered via outreach or at large-scale events).

Hispanic or Latino and 63% were non-Hispanic/non-Latino. Over a quarter (28%) of clients were ages 37 to 55, and 23% were in the 25 to 36 age range. Children ages 17 and younger accounted for 25% of clients. Over a third (37%) of clients had incomes below 50% of the Federal Poverty Income Guideline level and over a quarter (26%) had incomes between 50% and 100% of the Federal Poverty Income Guideline level. (See Appendix C for specific guideline income levels.)

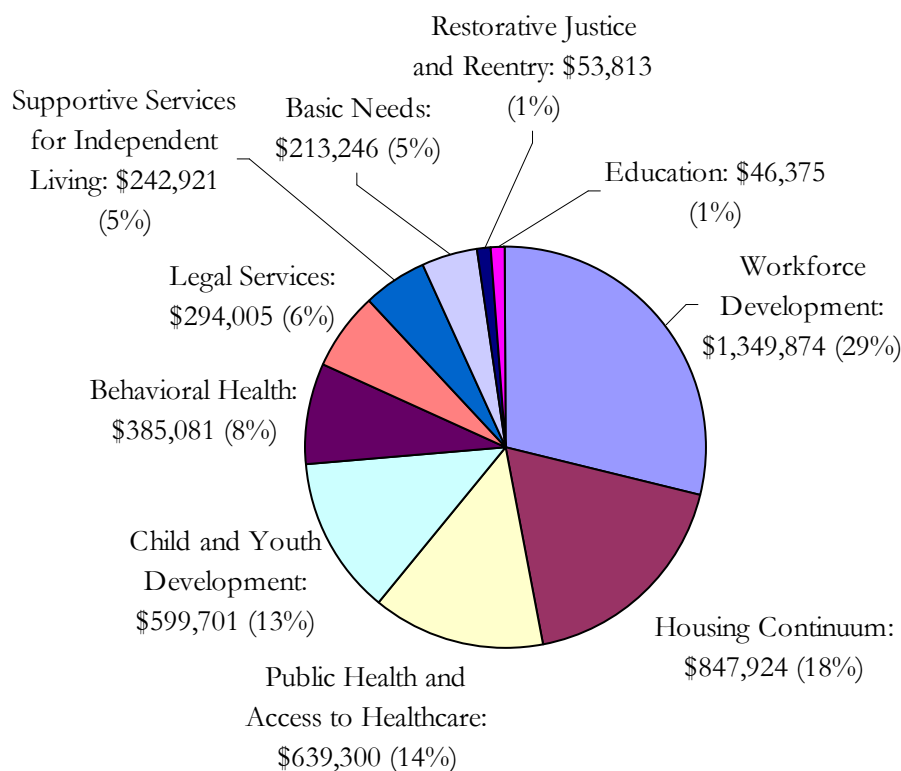
Please note that clients participating in more than one program are counted multiple times in this summary. Please also note that clients with known demographics may not be representative of the clients with unknown demographics.

Funding

The chart below shows the percent of funding devoted to each issue area for the social service contracts included in this report. Please note that these contracts are a subset of the Department's broader investments of general funds in both purchased and direct services. The Department also makes grant-funded program investments.

Workforce Development contracts accounted for the greatest share (nearly one-third) of the total TCHHS/VS investment. The Department's investments comprised varying percentages of each contracted program's total budget. Investment percentages ranged from a little over 1% and up to 100%, constituting an average percentage of roughly 20% of a program's total budget. Actual investment percentages for each social service contract are provided on each program's page.

Percent of Funding by Issue Area for Social Service Contracts, 2008



Performance

The social service contracts included in this report have a wide range of goals, objectives, services, and performance measures. As the following chart shows, in 2008 most (84%) performance measure results were at or above the targeted range for their performance, with 82% of all *output* measures at or above the targeted range. Similarly, 86% of all *outcome* performance measures were at or above the targeted range for their performance. Meeting the targeted range of performance means that the performance measure meets or exceeds at least 90% of the contractual performance goal. Please note that performance measures reflect the *entire* program's performance, and not the share of the program funded by TCHHS/VS.

Considerations When Reading This Report

Performance results provide only a starting point for understanding the impact of these contracts. These summary statistics are not necessarily an indication of the programs' overall performance, but rather a snapshot and general gauge of their performance over a one year period. When reviewing the performance results presented in the following chart, **readers are encouraged to locate the particular programs of interest in subsequent sections within this report and review the detailed programmatic and performance information.** Within these sections, service providers offer explanations for variance in performance. This information, in particular, is critical to providing context and meaning to these summary results.

Please note that these performance results do not reflect the programs' full value to and impact on the community, which would require formal program evaluations, qualitative studies, and a review of other research. Therefore, it is also important to keep the following considerations in mind when reviewing program performance.

Participant characteristics can significantly influence a program's performance results. For example, performance results may be lower for programs with clients who face considerable challenges (e.g., serious mental illness or addiction issues) and have little social support. Readers should, therefore, use caution when comparing output and outcome results *across* programs.

Many additional factors beyond the program's control may also impact the program's performance. For example, if jobs become scarce, an effective workforce program may experience lower client employment rates — in spite of successfully training their clients. Similarly, if jobs become abundant, a workforce program may experience higher client employment rates — even if the program provided training that was not marketable. Without controlling for these factors, the true impact or efficacy of the program on outcomes cannot be discerned.

Readers should also use caution when examining outcome results for programs with less than 30 clients. For such small programs, the outcome of just a few clients can greatly affect the program's total outcome result. In these instances, examining percentages may be less helpful than examining raw numbers.

Finally, this report captures a narrow set of performance measures, which may not reflect the program's full impact on participants and their families, peers, and neighborhood. For example, though an individual was unable to obtain employment within the time period analyzed, a program may have increased the readiness and capacity of the individual to succeed on the job once eventually employed. Additionally, performance measures may not all be equal in importance or value to the community. Also, some agencies may have negotiated performance measures that were more difficult to achieve than others.

Social Service Contract Issue Areas and their Goals and Objectives, Associated Contracts, and Performance Result Summary, CY 2008

Issue Area	Issue Area Goals and Services	Contracted Service Providers ^f and 2008 Award	% of Performance Measures Meeting the Targeted Range of Performance ^g
Basic Needs <i>Total Investment: \$213,246</i>	Goals: Meet urgent, short-term food, housing, clothing and transportation needs.	Capital Area Food Bank of Texas (\$57,766)	Outputs: 66% (or, 2/3) Outcomes: 100% (or, 2/2)
		Caritas of Austin – Basic Needs (\$155,480)	Outputs: 66% (or, 2/3) Outcomes: 100% (or, 2/2)
	Services may include: Provision of adequate and healthy food; financial assistance for rent, mortgage, or utilities; needed clothing; and assistance or transportation to meet specific public health or safety needs.		
Housing Continuum <i>Total Investment: \$847,924</i>	Goals: Promote both availability of and access to temporary shelter and long-term housing retention for persons who are homeless or at risk of losing their housing. Services may include: Safe and affordable transitional housing; emergency shelter including food, bedding and needed supplies; case management and tenant education to promote housing stability; and repair of housing to prevent homelessness or energy inefficiency.	Austin Children's Shelter (\$49,203)	Outputs: 0% (or, 0/3) Outcomes: 100% (or, 2/2)
		Austin Tenant's Council (\$24,848)	Outputs: 100% (or, 3/3) Outcomes: 100% (or, 2/2)
		Blackland Community Development Corporation (\$9,301)	Outputs: 100% (or, 2/2) Outcomes: 0% (or, 0/2)
		Caritas of Austin – Best Single Source (\$262,500)	Outputs: 0% (or, 0/2) Outcomes: 50% (or, 1/2)
		Foundation for the Homeless (\$13,310)	Outputs: 25% (or, 1/4) Outcomes: 100% (or, 3/3)
		The Salvation Army (\$98,319)	Outputs: 100% (or, 5/5) Outcomes: 100% (or, 2/2)
		Travis County Domestic Violence and Sexual Assault Survival Center (d.b.a. SafePlace) (\$250,336)	Outputs: 33% (or, 1/3) Outcomes: 100% (or, 2/2)
		Youth and Family Alliance (d.b.a. LifeWorks) – Housing and Homeless Services (\$140,107)	Outputs: 83% (or, 5/6) Outcomes: 100% (or, 4/4)

^f Many programs provide a continuum of key services that span multiple issue areas; however, programs have been categorized into the issue area that most directly aligns with the program's central goal(s).

^g Meeting the targeted range of performance means that the performance measure meets or exceeds at least 90% of the contractual performance goal.

Social Service Contract Issue Areas and their Goals and Objectives, Associated Contracts, and Performance Result Summary, CY 2008

Issue Area	Issue Area Goals and Services	Contracted Service Providers ^h and 2008 Award	% of Performance Measures Meeting the Targeted Range of Performance ⁱ
Workforce Development <i>Total Investment:</i> \$1,349,874	Goals: Employment and training services to help individuals improve workplace skills, obtain employment, succeed in the workforce, and help employers secure a skilled workforce. Services may include: Job readiness training, occupation specific training, job search and job placement assistance, and related instruction, coaching or counseling leading to employment and earnings gain.	American YouthWorks (\$66,145)	Outputs: 100% (or, 3/3) Outcomes: 33% (or, 1/3)
		The Austin Academy (\$43,609)	Outputs: 100% (or, 3/3) Outcomes: 66% (or, 2/3)
		Austin Area Urban League, Inc. (\$45,774)	Outputs: 100% (or, 4/4) Outcomes: 66% (or, 2/3)
		Capital Investing in Development and Employment of Adults (d.b.a. Capital IDEA) (\$700,213)	Outputs: 100% (or, 3/3) Outcomes: 66% (or, 2/3)
		Easter Seals Central Texas – Employment Solutions (\$64,500)	Outputs: 100% (or, 2/2) Outcomes: 50% (or, 1/2)
		Goodwill Industries of Central Texas (\$137,439)	Outputs: 100% (or, 3/3) Outcomes: 100% (or, 3/3)
		Skillpoint Alliance (\$244,965)	Outputs: 100% (or, 4/4) Outcomes: 75% (or, 3/4)
		Vaughn House, Inc. (\$47,229)	Outputs: 100% (or, 3/3) Outcomes: 0% (or, 0/2)

^h Many programs provide a continuum of key services that span multiple issue areas; however, programs have been categorized into the issue area that most directly aligns with the program's central goal(s).

ⁱ Meeting the targeted range of performance means that the performance measure meets or exceeds at least 90% of the contractual performance goal.

Social Service Contract Issue Areas and their Goals and Objectives, Associated Contracts, and Performance Result Summary, CY 2008

Issue Area	Issue Area Goals and Services	Contracted Service Providers ^j and 2008 Award	% of Performance Measures Meeting the Targeted Range of Performance ^k
Child and Youth Development <i>Total Investment: \$599,701</i>	Goals: Promote the availability, affordability, accessibility, and quality of a continuum of services that advance the acquisition of assets that support social, emotional, cognitive, and physical well-being among children and youth. Services may include: Direct services to enhance the child's or youth's development and/or related skill development for the adults in their lives (e.g., parents, child care providers, teachers and community leaders).	Any Baby Can of Austin, Inc. (\$179,538)	Outputs: 100% (or, 5/5) Outcomes: 75% (or, 3/4)
		Big Brothers Big Sisters of Central Texas (\$62,257)	Outputs: 100% (or, 4/4) Outcomes: 100% (or, 3/3)
		Child, Inc. (\$208,780)	Outputs: 100% (or, 3/3) Outcomes: 66% (or, 2/3)
		Greater Calvary Rights of Passage Development, Inc. (\$31,482)	Outputs: 50% (or, 2/4) Outcomes: 66% (or, 2/3)
		River City Youth Foundation (\$45,083)	Outputs: 100% (or, 4/4) Outcomes: 100% (or, 2/2)
		Youth and Family Alliance (d.b.a. LifeWorks) – Youth Development (\$72,561)	Outputs: 100% (or, 3/3) Outcomes: 100% (or, 3/3)
Education <i>Total Investment: \$46,375</i>	Goals: Promote and support academic preparedness (school readiness) as well as educational attainment and success. Services may include: Early childhood education; academic support or enrichment; literacy, G.E.D., and adult basic education; English as a Second Language (ESL) classes; out-of-classroom activities or programs whose goals are academic-oriented (e.g. math or science camps), language or literacy fluency and/or proficiency classes; and computer or technology literacy.	Literacy Austin (\$33,249)	Outputs: 100% (or, 2/2) Outcomes: 0% (or, 0/2)
		Reading is Fundamental of Austin (\$13,126)	Outputs: 100% (or, 3/3) Outcomes: 100% (or, 2/2)

^j Many programs provide a continuum of key services that span multiple issue areas; however, programs have been categorized into the issue area that most directly aligns with the program's central goal(s).

^k Meeting the targeted range of performance means that the performance measure meets or exceeds at least 90% of the contractual performance goal.

Social Service Contract Issue Areas and their Goals and Objectives, Associated Contracts, and Performance Result Summary, CY 2008

Issue Area	Issue Area Goals and Services	Contracted Service Providers ¹ and 2008 Award	% of Performance Measures Meeting the Targeted Range of Performance ^m
Behavioral Health <i>Total Investment: \$385,081</i>	Goals: Provide prevention, intervention, and treatment to adults and children who have been impacted by issues of mental illness, substance abuse and developmental disabilities. Services may include: Mental health, psychiatric, marriage and family counseling as well as substance abuse treatment and services.	Austin Child Guidance Center (\$101,343)	Outputs: 80% (or, 4/5) Outcomes: 100% (or, 2/2)
		Capital Area Mental Health Center (\$17,174)	Outputs: 100% (or, 2/2) Outcomes: 100% (or, 3/3)
		Out Youth (\$12,880)	Outputs: 100% (or, 3/3) Outcomes: 100% (or, 2/2)
		Worker's Assistance Program, Inc. (\$43,503)	Outputs: 0% (or, 0/2) Outcomes: 100% (or, 2/2)
		Young Women's Christian Association of Greater Austin (d.b.a. YWCA) (\$90,596)	Outputs: 100% (or, 2/2) Outcomes: 100% (or, 2/2)
		Youth and Family Alliance (d.b.a. LifeWorks) – Counseling (\$119,585)	Outputs: 0% (or, 0/3) Outcomes: 100% (or, 4/4)

¹ Many programs provide a continuum of key services that span multiple issue areas; however, programs have been categorized into the issue area that most directly aligns with the program's central goal(s).

^m Meeting the targeted range of performance means that the performance measure meets or exceeds at least 90% of the contractual performance goal.

Social Service Contract Issue Areas and their Goals and Objectives, Associated Contracts, and Performance Result Summary, CY 2008

Issue Area	Issue Area Goals and Services	Contracted Service Providers ⁿ and 2008 Award	% of Performance Measures Meeting the Targeted Range of Performance ^o
Public Health and Access to Healthcare <i>Total Investment:</i> \$639,300	Goals: Improve the physical well-being of community members by encouraging healthy behaviors (e.g., better eating habits, physical activity, improving disease management, reducing smoking, tobacco use, and substance abuse; etc.); preventing disease (reducing its occurrence and impact); increasing medical preparedness for emergencies; and increasing access to quality health care and counseling. Services may include: Provide education; improve treatment, care, and support for persons living with or facing health concerns; provide case-management advocacy for additional or other client services; and promote environmental health.	AIDS Services of Austin, Inc. – Case Management (\$157,937)	Outputs: 100% (or, 2/2) Outcomes: 100% (or, 3/3)
		AIDS Services of Austin, Inc. – Food Bank / Nutritional Supplements (\$62,500)	Outputs: 100% (or, 2/2) Outcomes: N.A
		AIDS Services of Austin, Inc. – Home Health Care Services (\$20,000)	Outputs: 50% (or, 1/2) Outcomes: 100% (or, 2/2)
		AIDS Services of Austin, Inc. – Mpowerment (\$70,000)	Outputs: 75% (or, 3/4) Outcomes: 100% (or, 2/2)
		AIDS Services of Austin, Inc. – Nutritional Counseling (\$16,000)	Outputs: 100% (or, 2/2) Outcomes: N.A
		AIDS Services of Austin, Inc. – VOICES / VOCES (\$65,000)	Outputs: 100% (or, 2/2) Outcomes: 100% (or, 2/2)
		Easter Seals Central Texas – Development Solutions (\$123,241)	Outputs: 100% (or, 2/2) Outcomes: 100% (or, 2/2)
		Planned Parenthood of Austin Family Planning, Inc. (\$29,601)	Outputs: 100% (or, 4/4) Outcomes: 100% (or, 2/2)
		Sustainable Food Center (\$19,321)	Outputs: 100% (or, 3/3) Outcomes: 100% (or, 3/3)
		The Wright House Wellness Center, Inc. (\$75,700)	Outputs: 100% (or, 2/2) Outcomes: 100% (or, 2/2)

ⁿ Many programs provide a continuum of key services that span multiple issue areas; however, programs have been categorized into the issue area that most directly aligns with the program's central goal(s).

^o Meeting the targeted range of performance means that the performance measure meets or exceeds at least 90% of the contractual performance goal.

Social Service Contract Issue Areas and their Goals and Objectives, Associated Contracts, and Performance Result Summary, CY 2008

Issue Area	Issue Area Goals and Services	Contracted Service Providers ^P and 2008 Award	% of Performance Measures Meeting the Targeted Range of Performance ^Q
Supportive Services for Independent Living <i>Total Investment: \$242,921</i>	Goals: Promote independence and well-being of persons in need of and able to benefit from assistance with daily living activities. Toward this end, they work to empower these individuals to: make their own decisions and life choices; live in the home while ensuring the safety of the person and environment; and continue to have regular social interactions. Services may include: Information and referral; independent living skills training; home management (homemaker) and personal care services; counseling; individual and systems advocacy; health, medical and social services; adult day care; and assisted living care.	The Arc of the Capital Area – Case Management (\$72,631)	Outputs: 66% (or, 2/3) Outcomes: 100% (or, 2/2)
		Family Eldercare (\$32,415)	Outputs: 100% (or, 2/2) Outcomes: 100% (or, 3/3)
		Helping the Aging, Needy, and Disabled (H.A.N.D.) (\$22,849)	Outputs: 100% (or, 2/2) Outcomes: 100% (or, 2/2)
		Meals on Wheels and More, Inc. (\$115,026)	Outputs: 100% (or, 2/2) Outcomes: 100% (or, 2/2)
Legal Services <i>Total Investment: \$294,005</i>	Goals: Provide legal assistance to improve the navigation of systems, access to services and knowledge of legal rights. Services may include: Legal services such as legal education and advocacy.	The Arc of the Capital Area – Juvenile Justice Services (\$25,025)	Outputs: 100% (or, 3/3) Outcomes: 100% (or, 2/2)
		Court Appointed Special Advocacy of Travis County, Inc. (d.b.a. CASA of Travis County) (\$85,000)	Outputs: 100% (or, 3/3) Outcomes: 100% (or, 2/2)
		Immigrant Counseling and Outreach Services (\$10,305)	Outputs: 0% (or, 0/2) Outcomes: 100% (or, 2/2)
		Texas RioGrande Legal Aid, Inc. (\$173,675)	Outputs: 100% (or, 3/3) Outcomes: 100% (or, 3/3)

^P Many programs provide a continuum of key services that span multiple issue areas; however, programs have been categorized into the issue area that most directly aligns with the program's central goal(s).

^Q Meeting the targeted range of performance means that the performance measure meets or exceeds at least 90% of the contractual performance goal.

Social Service Contract Issue Areas and their Goals and Objectives, Associated Contracts, and Performance Result Summary, CY 2008

Issue Area	Issue Area Goals and Services	Contracted Service Providers ^r and 2008 Award	% of Performance Measures Meeting the Targeted Range of Performance ^s
Restorative Justice and Reentry <i>Total Investment: \$53,813</i>	Goals: Repair the loss or harm inflicted on victims and to provide alternative sanctions where possible as well as to promote successful re-integration of youth and adult offenders back into the community. Services may include: Re-entry services such as substance use treatment, employment readiness, and case management; domestic abuse and neglect resources such as counseling and parenting classes; victim-offender mediation; and conflict resolution/interpersonal skills training.	Crime Prevention Institute, Inc. (\$53,813)	Outputs: 66% (or, 2/3) Outcomes: 100% (or, 1/1)

^r Many programs provide a continuum of key services that span multiple issue areas; however, programs have been categorized into the issue area that most directly aligns with the program's central goal(s).

^s Meeting the targeted range of performance means that the performance measure meets or exceeds at least 90% of the contractual performance goal.